

# ARIZONA

## Consumer Sentinel Complaint Statistics and Trends

*January 1 - December 31, 2004*

**Total Number of Fraud and Identity Theft Complaints from Arizona Consumers = 18,552**



**Fraud Complaints from Arizona Consumers = 10,366**

### *Top Fraud Complaint Categories for Arizona Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Internet Auctions	1,819	18%
2	Shop-at-Home/Catalog Sales	947	9%
3	Prizes/Sweepstakes and Lotteries	852	8%
4	Foreign Money Offers	800	8%
5	Internet Services and Computer Complaints	723	7%

<sup>1</sup>Percentages are based on the total number of fraud complaints from Arizona consumers (10,366).

### *Amount Paid Reported by Arizona Consumers*

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid <sup>2</sup>
10,366	\$13,469,514	6,333	61%	\$2,127

<sup>2</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by Arizona consumers (6,333). Three consumers reported an amount paid of \$1 million or more (\$1, \$1.2, and \$1.6 million).

### *Top Arizona Consumer Locations for Fraud Complaints*

Consumer City	No. of Complaints
Phoenix	1,567
Tucson	1,088
Mesa	765
Scottsdale	650
Glendale	387



**Identity Theft Complaints from Arizona Victims = 8,186**

### *Identity Theft Types Reported by Arizona Victims*

Rank	Identity Theft Type	No. of Victims	Percentage <sup>1</sup>
1	Employment-Related Fraud	2,557	31%
2	Credit Card Fraud	1,602	20%
3	Bank Fraud <sup>2</sup>	1,318	16%
4	Phone or Utilities Fraud	1,135	14%
5	Government Documents or Benefits Fraud	543	7%
6	Loan Fraud	346	4%
	Other	1,729	21%
	Attempted Identity Theft	406	5%

<sup>1</sup>Percentages are based on the 8,186 victims reporting from Arizona. Percentages add to more than 100 because approximately 17% of victims from Arizona reported experiencing more than one type of identity theft.

<sup>2</sup>Includes fraud involving checking and savings accounts and electronic fund transfers.

### *Top Arizona Identity Theft Victim Locations*

Victim City	No. of Victims
Phoenix	2,363
Tucson	1,115
Mesa	623
Glendale	622
Scottsdale	353